



# Industry Engagement Policy and Procedure

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## **1. PURPOSE**

- 1.1 This document specifies Laneway Education's (the College) industry engagement policy and procedure.
- 1.2 It provides guidance to ensure the courses offered by the College are relevant to the needs of industry and informed by industry engagement with respect to:
  - 1.2.1 The College's training and assessment strategies, practices and resources, and
  - 1.2.2 The current industry skills of its trainers and assessors.
- 1.3 As industry engagement is an ongoing activity, this policy and procedure provides guidance to ensure ongoing industry relevance, not only the development of new courses, but also in the monitoring of existing courses.

## **2. SCOPE**

- 2.1 This document applies to all College staff.

## **3. POLICY STATEMENT**

- 3.1 Industry engagement of the VET courses offered by the College occurs:
  - 3.1.1 As part of the initial course development process; and
  - 3.1.2 Annually for all courses once approved to be delivered.
- 3.2 During the above stages, industry representatives will have input into:
  - 3.2.1 The training products that best meets the skill and knowledge needs of industry;
  - 3.2.2 The most relevant selection of electives for a given training product;
  - 3.2.3 The specific industry needs when developing and implementing strategies for a given training product;
  - 3.2.4 The skills and knowledge that trainers and assessors are required to hold when delivering and assessing a given training product;
  - 3.2.5 The academic and physical resources required for training and assessing in a given training product; and where applicable; and
  - 3.2.6 The learning, literacy and numeracy considerations of learners in relation to a given training product.
- 3.3 The Head of Product is responsible for driving the industry engagement process and establishing the industry engagement calendar.
- 3.4 The College endeavours to use a range of strategies for industry consultation, including:
  - 3.4.1 Networking with businesses and relevant industry bodies;
  - 3.4.2 Involving industry representatives in advisory committees and/or reference groups; and
  - 3.4.3 Gathering feedback from industry representatives on future and current courses.

## **4. PROCEDURE – INITIAL COURSE DEVELOPMENT**

- 4.1 Once the College's senior management has decided to add one or more courses to the College's scope of registration, the Head of Product is to undertake informal industry engagement to gather sufficient information to inform initial course design, including the creation of a draft training and assessment strategy.
- 4.2 The Head of Product is then required to select a minimum of three relevant and independent industry representatives to participate in the formal industry engagement process.
- 4.3 The Head of Product is to contact the industry representatives directly to invite them to participate in the industry engagement process, and to confirm suitability to participate in the exercise.

- 4.4 The Head of Product collates all relevant information relating to a proposed course, including a draft training and assessment strategy.
- 4.5 Once a minimum of three suitable industry representatives have been engaged, the Head of Product provides each of the representatives with all relevant information and documentation regarding a proposed course. This information is accompanied by a questionnaire used to collect the feedback that is to be returned to the Head of Product. An industry representative may provide feedback on more than one proposed course.
- 4.6 The industry engagement activity may take place face-to-face with College staff, or it may take place remotely.
- 4.7 Once the Head of Product receives the feedback from all industry representatives, he/she collates the information and presents it to the College management team for consideration.
- 4.8 The College management team decides how the feedback is to inform the training and assessment strategies, practices and resources, and the industry skills of trainers and assessors of the proposed course.
- 4.9 The Head of Product is responsible for implementing the required changes to a proposed course and its associated documents.
- 4.10 The Head of Product is to keep evidence that demonstrates how the industry engagement has informed the development of a proposed course and its associated documents.
- 4.11 Relevant College staff is informed of any changes to a proposed course and, where necessary, training sessions are held.
- 4.12 See Appendix A for a summary flowchart of this process.

## **5. PROCEDURE – ONGOING COURSE REVIEW**

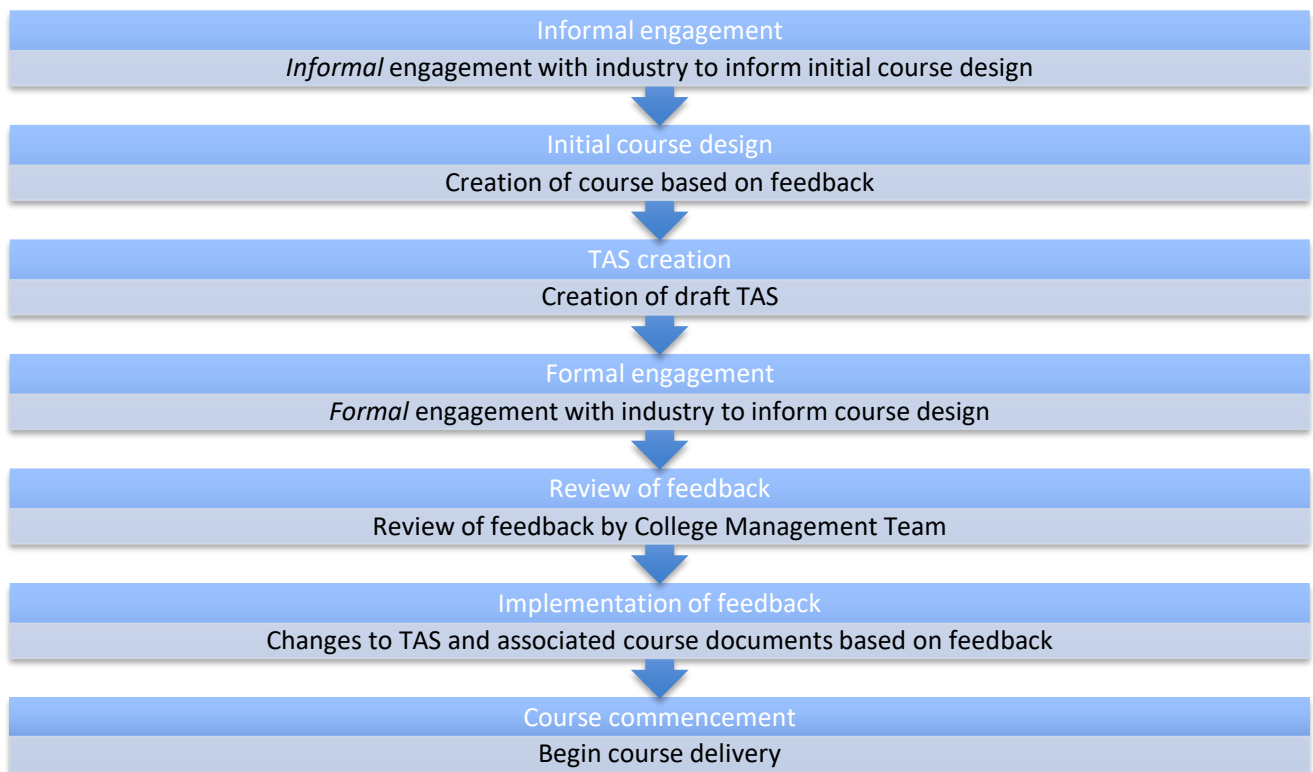
- 5.1 Using the industry engagement calendar, the Head of Product initiates a course review process to ensure its industry relevance.
- 5.2 The Head of Product is to select a minimum of three relevant and independent industry representatives to participate in the industry engagement process.
- 5.3 The Head of Product is to contact the industry representatives directly to invite them to participate in the industry engagement process, and to confirm suitability to participate in the exercise.
- 5.4 The Head of Product collates all relevant information related to a course, including:
  - 5.4.1 A training and assessment strategy;
  - 5.4.2 A sample of learner course feedback;
  - 5.4.3 A sample of trainer and assessor course feedback;
  - 5.4.4 Any complaints or appeals related to the course;
  - 5.4.5 Any employer feedback from graduates from the course.
- 5.5 Once a minimum of three suitable industry representatives have been engaged, the Head of Product provides each of the representatives with all relevant information and documentation regarding a course. This information is accompanied by a questionnaire used to collect the feedback that is to be returned to the Head of Product. An industry representative may provide feedback on more than one proposed course.
- 5.6 The industry engagement activity may take place face-to-face with College staff, or it may take place remotely.
- 5.7 Once the Head of Product receives the feedback from all industry representatives, he/she collates the information and presents it to the College management team for consideration.

- 5.8 The College management team decides how the feedback is to inform the ongoing development of the training and assessment strategies, practices and resources, and the industry skills of trainers and assessors.
- 5.9 The Head of Product is responsible for implementing the required changes to a course and its associated documents.
- 5.10 The Head of Product is to keep evidence that demonstrates how the industry engagement has informed the ongoing development of a course and its associated documents.
- 5.11 Relevant College staff is informed of any changes to a course and, where necessary, training sessions are held.
- 5.12 See Appendix B for a summary flowchart of this process.

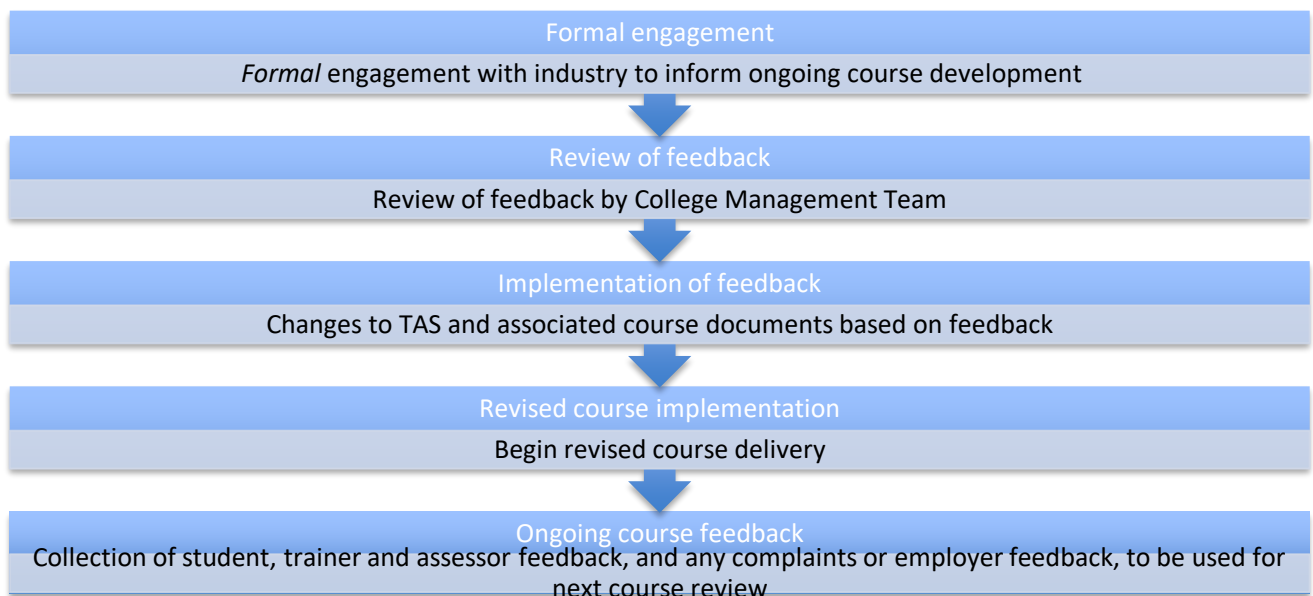
## **6. RESPONSIBILITIES**

- 6.1 Laneway Education implements a RASCI Responsibility Matrix to assign and display responsibilities of individuals to carry out a process within the organisation.

## 7. APPENDIX A – INITIAL COURSE DEVELOPMENT



## 8. APPENDIX B – ONGOING COURSE REVIEW



	CEO	Head of Growth	Head of Product	Administration and Enrolment Coordinator	Administration and Enrolment Team Members	Trainers and Assessors	Student Experience Team Members	Growth Team Members	Head of Compliance
R			X						
A	X								
S		X				X			
C									X
I				X	X		X	X	

'R' Responsible – the person who is responsible for carrying out the entrusted task, monitoring compliance and maintaining records.

'A' Accountable (also Approver) – the person who is responsible for the whole task and who is responsible for what has been done.

'S' Support – the person who provides support during the implementation of the process.

'C' Consulted – the person who can provide valuable advice or consultation for the process.

'I' Informed – the person who should be informed about the process.

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Revision History			
Date	Version	Description of Modifications	Approved By
12/06/2017	1.0	Original	Dan Wortley
14/06/2017	1.1	Document style and content edits	Dan Wortley
31/07/2017	1.2	Formatting edits	Dan Wortley
04/10/2017	1.3	Minor content edits	Dan Wortley
12/03/2019	2.0	Change to company name, update to correctly reference the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and addition of information regarding additional student support	Dan Wortley
04/06/2019	2.1	Minor document format and content edits	Stuart Hicks
25/07/2023	2.2	Contact person updated	Rupi Malhi